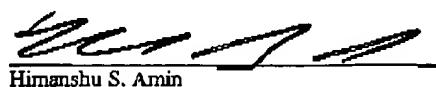


PATENT

MS160277.01

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being faxed to 703-872-9306 on the date shown below to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: 6-7-04


Hiranshu S. Amin

**RECEIVED**  
**CENTRAL FAX CENTER**  
**JUN 07 2004**

**OFFICIAL****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Erin M. Bourke-Dunphy, *et al.*

Examiner: Kenneth A. Gross

Serial No: 09/726,000

Art Unit: 2122

Filing Date: November 29, 2000

Title: METHOD AND SOFTWARE TOOLS FOR INTELLIGENT SERVICE  
PACK INSTALLATION

**Mail Stop AF**  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, Virginia 22313-1450**

**REPLY TO FINAL OFFICE ACTION DATED APRIL 6, 2004**

Dear Sir:

Favorable consideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.